



MAINTENANCE EMERGENCY INFORMATION:

Please use the emergency answering service for maintenance emergencies when your emergency occurs outside of regular office hours: **434-455-8290**

The following is a list of emergencies for which you should call the emergency answering service. Please be advised, **if you call for a non-emergency, you will be charged a \$50 administrative fee.** We want to be available to each of you when a true emergency arises.

EMERGENCY ISSUES (problems that cannot wait until the next business day)

- Disturbances of any kind.
- Fire - Call 911 first!
- No heat.
- No water.
- Water leaks that cannot be contained (use buckets). Faucets or toilets that won't turn off.
- No electricity or electrical problems. Please remember that replacing light bulbs is the responsibility of the resident. Call AEP if the problem affects more than your apartment. 800-956-4237.
- Smoke alarms sounding in other parts of the building.
- Natural gas odor in the apartment or building. If the smell is strong, leave immediately without touching any phones, electricity, windows, etc. After leaving, then call the emergency number.
- Clogged toilet when there is only one and AFTER you have tried your plunger.
- Drain back-up. This means drains back up when you are not running water - sink, toilet, or shower.
- Air condition drain line leak causing damage. When possible, put a bucket underneath to catch water until the next day.
- Safety issues such as stairwell lights out causing pitch black. Please notify your property manager if a light is out (not causing pitch black) and a service technician will visit the next day. Other safety issues are: windows on 1st floor not locking and exterior doors are not secure.
- Locks changed for security reasons. Non-security matters can wait until business hours.
- Unsafe play or unauthorized people on the property.

IMPORTANT ISSUES (Can be handled during the day on non-business days. You may call the answering service, but service will occur on the next day).

- AC not working & tomorrow is NOT a regular business day.
- No hot water & tomorrow is NOT a regular business day.
- Refrigerator not working & tomorrow is NOT a regular business day.
- Common area lights out, but not causing pitch black & tomorrow is NOT a business day.

NON-EMERGENCY MAINTENANCE ISSUES (Call your property manager the next day).

- Dripping faucets
- Stove or oven not working.
- Clogged toilet (if you have more than one toilet).

LOCK-OUT INFORMATION:

Please call the emergency answering service (434-455-8290) if you are locked out of your home outside of regular office hours. A \$50.00 lock-out fee is due to the responding maintenance tech at the time that entry to your home has been resolved. A photo ID is required in order for access to your home to be granted.